

FREQUENTLY ASKED QUESTIONS

MONTANA STATE UNIVERSITY CAR RENTAL PROGRAM WITH ENTERPRISE RENT-A CAR® AND NATIONAL CAR RENTAL©

Travel for business with confidence.

Enterprise Rent-A-Car and National Car Rental have been selected to provide car rental services for MSU business travelers. Our program allows travelers to rent at both brands under one account number and one loyalty program.

Eligible Renters:

Q. Who is eligible to rent?

A. Employees, subcontractors, interviewees, registered club members, University volunteers and student volunteers 18 years of age and older can rent under the business contract for University business.

Q. Can I use the corporate discount for personal rentals?

A. Staff age 21 years and older can rent for personal use by using account # **63MSU01**. The rates associated with the corporate program can be used on personal rentals. **Please note that insurance coverage is not included for personal use rentals.**

Vehicle Rental:

Q. How do I rent a car from Enterprise® or National?

A. You can reserve by calling the branch directly at 406-586-8010 or Use the booking link provided below (preferred)



Q. Why is the MSU contract number so important?

A. If you do not use the account number or name; then the terms and conditions will not apply – you will not get the contractually provided pricing discounts or the included coverage for the program.

This illustrates the importance of booking your reservations through the approved channels or making sure that you reference the MSU account number **XZ63MSU**.

Q. How can I pay for a rental?

A. 1) University Purchasing Card in the traveler's name
2) Department Billing Number (Please contact Kelby Wegner at 406-209-4626 or kelby.wegner@ehi.com to establish a department billing number.
3) MSU Index Number

Q. Do I accept insurance?

A. No. Collision Damage Waiver (CDW) and \$1 Million Combined Single Limit (CSL) Liability is included in the rates for business travel.

Q. What is required when obtaining the car?

A. A valid driver's license and university purchasing credit card is required. A credit card in the renter's name is required for all personal rentals.

Q. Are one-way rentals allowed?

A. Yes. A one-way program is available with both Enterprise Rent-A-Car and National Car Rental. Additional fees may apply.

Q. What if I need a specialty vehicle, like a truck for towing or a box truck?

A. The Enterprise Truck Rental division can provide ¾ Ton and 1 Ton tow-capable pickup trucks as well as cargo vans and box trucks. Special equipment may also be available. Please reference Contract ID **MSUTRCK** when renting with this division.

Vehicle Delivery:

Q. How do I schedule a delivery or pick up service from Enterprise®?

A. Delivery to the MSU campus is available Monday thru Friday 10AM to 5PM with 24 hours' advance notice and a 2-day minimum rental for business use reservations. You can request this when you call your local branch in Bozeman, MT, or you can click the "Select for Delivery" button during the on-line reservation process. Please provide 48 hours' notice for all specialty vehicles. Vehicles needed before 10AM, should be requested for delivery the preceding business day at 5PM.

1-day rentals will require picking up at the local Enterprise office at 4780 W. Babcock Street or at either Enterprise or National at the Bozeman International Airport (additional taxes and fees will apply at airport locations). All Montana State University travelers may take advantage of our free pick-up service.

Vehicles and keys will be delivered to the MSU Motor Pool site during business operating hours. Travelers will be provided code information for the key box. Please include a good phone number and email in your loyalty profile to ensure proper communication.

Enrollment into Emerald Club is mandatory for vehicle delivery.

Q. Where can I park my car while I rent?

A. If you rent from Enterprise and pick your rental vehicle up at the motor pool lot, you may leave your personal vehicle at the motor pool lot (standard parking rates apply). Parking is available at the Enterprise location on Babcock for rentals picked up at that location.

Returning a Rental Vehicle:

Q. Where can I turn in a rental vehicle?

A. Vehicles can be returned to the same lot as they were delivered or to the Enterprise/National location that they were picked up from. Please contact the local Enterprise branch either by calling 406-586-8010 (Press *) or emailing EnterpriseRentACar-6313@ehi.com when the vehicle is ready for pick up. Charges will stop at the time of notification.

A drop box is installed for after-hours returns.

Q. Do I need to return the vehicle full of fuel?

A. Yes. If a vehicle is returned with less than a full tank, fuel charges will apply. Fuel must be purchased using a university purchasing card.

Joining Emerald Club:

Q. What is Emerald Club?

A. Emerald Club is a renter recognition program that allows travelers to build their profile on-line to speed up the reservation and rental process. This is also a counter-bypass program for major airport transactions at National Car Rental.

Q. How do I enroll in Emerald Club?

A. Joining Emerald Club is easy. Click the icon below for enrollment.



Q. Is there a cost to join Emerald Club?

A. No. It is a free program.

Q. What are the benefits of membership?

A. With Emerald Club, you will enjoy the following benefits:

- Vehicle delivery to MSU
- Bypass the counter at most major National Car Rental US and Canadian Airports
- Earn their choice of Free Rental Days or frequent flyer miles
- Earn Emerald Club rental credits at both National and Enterprise
- Receive complimentary membership and exclusive offers

Resolving Rental Issues:

Q. Who do I call if I have trouble with my reservations?

A. Account Management: Kelby Wegner 406-209-4626 kelby.wegner@ehi.com
 Enterprise Operations: Bozeman Babcock 406-586-8010 EnterpriseRentACar-6313@ehi.com

When renting outside of Bozeman, you can contact the renting office and ask to speak with a manager.

Q. What is the claim process if an employee has an accident with an Enterprise® car?

A. Please contact the local office where you rented the vehicle and they will fill out an accident report. Additionally, you'll need to complete a MSU Incident Report.

Q. Who do I call if my rental car has mechanical issues?

A. Enterprise Holdings offers 24/7 Roadside Assistance. **Call 800-367-6767.**

Use Restrictions:

Q. Can I take an Enterprise vehicle on a gravel road?

A. Vehicles are permitted on maintained gravel roads, including forest service roads. Maintained roads are defined as the ability for two cars to safely pass each other.

Q. Can I tow with an Enterprise vehicle?

A. Towing is only permitted with our Truck division. Contact 406-245-1774 for more details.

Q. If an Enterprise vehicle is used outside of the scope of terms of use, will coverage still apply?

A. Damage Waiver and Liability can be voided in the case of a contract violation or negligent use of the vehicle. Please see your rental agreement for more details.

Benefits of Vendor Program:

Q. Why rent a car instead of getting reimbursed to drive my own vehicle?

A. You will avoid costly wear and tear on your personal vehicle, have peace of mind with 24-hour roadside assistance, experience safety and comfort, and perhaps drive a newer car. MSU will save money on travel (often more than 20%), reduce insurance and liability risk, ensure accurate accounting and invoicing, and enhance employee satisfaction with newer vehicles and more vehicle choices.

Q. What is the advantage to adding Enterprise Rent-A-Car® and National Car Rental as a preferred supplier?

A. Enterprise Holdings® has more than 9000 locations throughout North America and this allows you the ability to rent in your neighborhood, at work, or even at many airports. This convenience can also save you time and money instead of driving your own vehicle or going to an airport location to pick up a car for local travel.



Q. What cleaning/sanitizing processes are followed with the rental vehicle?

A. Vehicles rented from Enterprise Holdings carry the **Complete Clean Pledge** to follow best practices recommended by leading health authorities to ensure your traveler's safety. In addition to vacuuming and general wipe-down cleaning, **between every rental**, we use a disinfectant to sanitize key areas throughout the entire vehicle. A single count **Clorox** wipe is also provided with each rental.

Enterprise Contact Information:

Account Management (Kelby Wegner): 406-209-4626
Enterprise Bozeman (Babcock Location): 406-586-8010
Enterprise Bozeman (Airport Location): 406-388-7420
Enterprise Truck Rental (billings): 406-245-1774
Emerald Club Member: 800-962-7070
24/7 Roadside Assistance: 800-367-6767